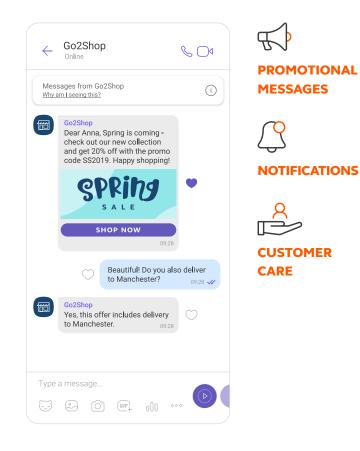# infobip

Create Engaging Experiences and Provide Real-time Support with

Viber Business Messages

The secure, reliable and easy way to communicate with 1 billion unique users worldwide with branded, rich media messages

Viber Business Messages
Enrich the customer messaging experience

Go2Shop
Online

Messages from Go2Shop
Why am I seeing this?

Go2Shop
Dear Anna, Spring is coming - check out our new collection and get 20% off with the promo code SS2019. Happy shopping!

SPRING SALE

SHOP NOW

09:28

Beautiful! Do you also deliver to Manchester?
09:28

Go2Shop
Yes, this offer includes delivery to Manchester.
09:28

Type a message...

PROMOTIONAL MESSAGES

NOTIFICATIONS

CUSTOMER CARE

Customers want personalized one-on-one experiences with the brands they love.

Using your verified **Viber Business Account**, you can send timely notifications, share engaging promotional offers, and provide real-time customer support over two-way dialogue.

78%
of people wish they could have a text conversation with a business."

SOURCE: eMarketer

Fully Branded Experience

Get a verified account with a dedicated profile section with clear branding. Creating trust and transparency for your customers.

Rich Content for Rich Experiences

Boost engagement by using images, videos, interactive buttons and hyperlinks to create genuine conversations and brand moments.

High Delivery Rate

Ensure messages are delivered by combining Viber with SMS, Voice, Email or any other failover channel.

Measure Results

Get access to your customer bases growth and engagement. Track reactions to refine your messaging strategy.

Step-by-step Status Updates

Know when your messages are sent, delivered, and seen. Monitor your messages every step of the way from the time it leaves you till the time your customer reads it.

1BN users worldwide

32 supported languages

7M+ interactions every minute
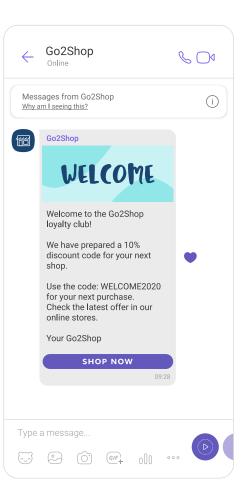
Increase engagement and boost sales

Viber Business Messages allows you to promote your business through rich and engaging messages by sharing images, and videos. The use of interactive buttons allow customers to easily navigate directly to your website and create interactive moments such as:
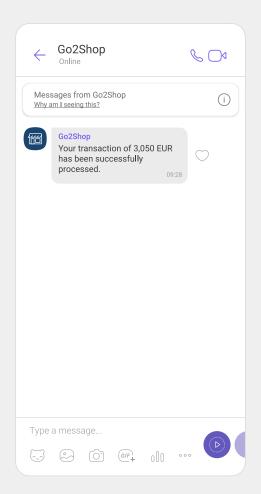
- Alerts about your **latest deals**
- Share **promo codes** and coupons
- Inform when items are **back in stock**
- Send personalized **welcome messages** to new members
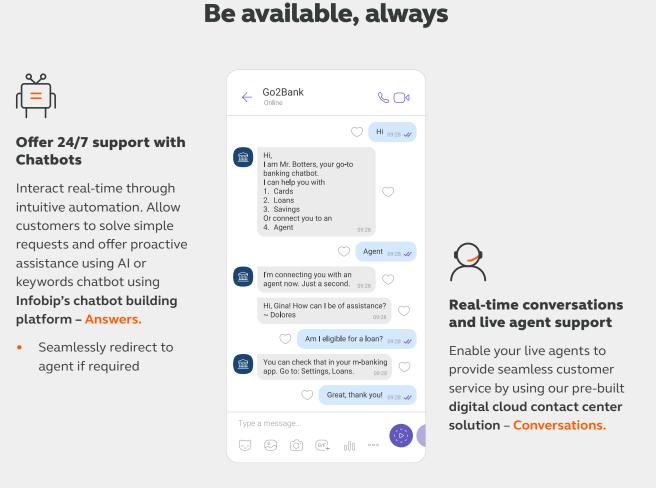- Notify clients about upcoming **policy renewals**

Go2Shop
Online

Messages from Go2Shop
Why am I seeing this?

Go2Shop

WELCOME

Welcome to the Go2Shop loyalty club!

We have prepared a 10% discount code for your next shop.

Use the code: WELCOME2020 for your next purchase. Check the latest offer in our online stores.

Your Go2Shop

SHOP NOW

09:28

Type a message...

Keep customers updated

Easily create personalized text notifications to inform your customers real-time, or send useful reminders such as:

- **Transaction** or payment notifications
- **Order** confirmations
- **Security** alerts
- **Event** reminders
- **Shipping and delivery** notifications
- **Loyalty points** reminders

Go2Shop
Online

Messages from Go2Shop
Why am I seeing this?

Go2Shop
Your transaction of 3,050 EUR has been successfully processed.
09:28

Type a message...

Provide Always-on Customer Support

and improve your customers satisfaction by integrating Viber to your contact center solution.

Be available, always

Offer 24/7 support with Chatbots

Interact real-time through intuitive automation. Allow customers to solve simple requests and offer proactive assistance using AI or keywords chatbot using **Infobip's chatbot building platform – Answers.**

- Seamlessly redirect to agent if required

Go2Bank
Online

Hi 09:28

Hi,
I am Mr. Botters, your go-to banking chatbot.
I can help you with
1. Cards
2. Loans
3. Savings
Or connect you to an
4. Agent
09:28

Agent 09:28

I'm connecting you with an agent now. Just a second. 09:28

Hi, Gina! How can I be of assistance?
~ Dolores
09:28

Am I eligible for a loan? 09:28

You can check that in your m-banking app. Go to: Settings, Loans.
09:28

Great, thank you! 09:28

Type a message...

Real-time conversations and live agent support

Enable your live agents to provide seamless customer service by using our pre-built **digital cloud contact center solution – Conversations.**

Combine chatbots for simple request and enable agents to focus on more critical queries.

96%

of consumers say customer service is an important factor in their choice of loyalty to a brand.

SOURCE: Microsoft

The Infobip Advantage

GLOBAL REACH AND LOCAL PRESENCE

- ⊘ **600+ direct-to-carrier connections**
- ⊘ **Connect with over 7 billion people and things**
- ⊘ **Strong enterprise client base**
- ⊘ **60+ offices on 6 continents**

Our local presence enables us to react faster and have everyday interactions with our customers, providing solutions in-line with their needs, local requirements and based on proven global best-practices.

SCALABLE, FAST AND FLEXIBLE SOLUTIONS

- ⊘ **Best-in-class delivery rates**
- ⊘ **High speed and reliability**
- ⊘ **Low latency**
- ⊘ **In-house developed platform**

Our solutions are created to adapt to the constantly changing market and communication trends at speeds and levels of precision and personalization that only an in-house solution can offer.

REMARKABLE CUSTOMER EXPERIENCE

- ⊘ **Technical expertise**
- ⊘ **Solutions consultancy**
- ⊘ **Customer success management**
- ⊘ **24/7 support and network monitoring**

Our solutions are created to adapt to the constantly changing market and communication trends at speeds and levels of precision and personalization that only an in-house solution can offer. We will help you to get up and running in no time, whether it's assisting with integrations, messaging best

OWN INFRASTRUCTURE

- ⊘ **Locally available services**
- ⊘ **Compliance to local regulations**
- ⊘ **28 data centers worldwide**

Our worldwide infrastructure easily scales horizontally, leveraging the hybrid cloud model to never run out of resources. Our built-in global compliance engine is constantly updated with the latest in-country regulations and operator requirements.

MESSAGING & SMS
GLOBAL AWARDS 2019
BEST MESSAGING INNOVATION - BEST RCS IMPLEMENTATION 2019

ROCCO
BEST A2P SMS VENDOR AS RATED BY MNO'S 2017, 2018 & 2019
BEST A2P SMS VENDOR AS RATED BY ENTERPRISES 2019

4X AWARD WINNER
BEST MESSAGING API
BEST MESSAGING INNOVATION-CARRIER SOLUTION
BEST ANTI - FRAUD INNOVATION
BEST SMS / A2P PROVIDER FOR THE EMEA REGION

PCI DSS COMPLIANT
LEVEL 1 SERVICE PROVIDER

ISO 9001
ISO 27001
BUREAU VERITAS
Certificatio

www.infobip.com